

DANIEL J. KARR

Email: dan.j.karr@gmail.com

Phone: 720-226-5630

Fort Collins, CO

<https://djkar.pythonanywhere.com>



WORK HISTORY

IT Support Specialist – CollectionCenter, Inc. | Loveland, CO

September 2019 – Present

- Handled support tickets from submission through follow up
- Streamlined the company's computer setup process by creating a custom Windows 10 image
- Automated administrative tasks via PowerShell which saved dozens of hours, plugged security holes, and increased visibility and compliance
- Administered over 100 employees on the domain using Active Directory, Azure, Office 365, and other software solutions
- Network monitoring and troubleshooting
- Coordinated with vendors to troubleshoot, resolve issues, and push updates
- Supported Cisco phones and Jabber utilizing Cisco Unified Communications Manager
- Greatly reduced the 'bus factor' by documenting processes and workflows
- Cross trained with the programming team and wrote programs in IMS BASIC to interact with the database
- New user setups in a high turnover office
- Security administration of cameras and electronic door key cards
- Physical installation of servers, routers, switches, wireless access points, cabling, user stations, NAS, etc.
- Supported all hardware including computers, servers, NAS, phones, headsets, printers, copiers, faxes, routers, switches, access points - everything that plugs into a wall
- Had to transition and adapt to a more mobile workforce during COVID. Set up users for work over VPN and overcame the challenges of remote support of home workers

EDUCATION & CERTIFICATIONS

Bachelor of Science in Applied Computing Technology

Colorado State University, May 2017

Cisco Certified Network Associate (CCNA): Routing & Switching

August 2019

TECHNICAL EXPERTISE

- Object Oriented Programming (OOP), Java, Kotlin, Python, Javascript, Network Administration, Linux, Windows, XML, SQL, Powershell, Django, Android
- Android Studio, Eclipse, Microsoft 365, Github, Cisco IOS

SOFTWARE PROJECTS

Personal Portfolio Site:

- <https://djkarrr.pythonanywhere.com>

My Published Android Apps on Google Play Store:

- **Quick! Jot** – Fast Note Taking App
 - o Designed to be faster and more convenient than all alternative apps
 - o Create, save, edit, categorize, sort, and delete notes
- **Daily Treasures** – Bible Reading and Scheduling App
 - o Ability to create multiple reading schedules
 - o Built custom SQLite database of the Bible by parsing massive text file with Python scripts
 - o Independently saves the screen scroll position for each plan for ease of use